STATE OF INDIANA) aa.	IN THE MAR	ION SUPERIOR COURT
COUNTY OF MARION) SS:)	CAUSE NO:	49D01-0809-PL-040849
STATE OF INDIANA,)	
Plaintiff,)	Comment of the Commen
v.)	DEC 1 8 2008 4
RICK HASKINS and)	Chaldle will
RON CHAPMAN, individual	ly)	CLERK OF THE MARION CIRCUIT COURT
and doing business as)	
FLOORS 2 YOUR DOOR)	
Defendants		,	

SECOND AMENDED COMPLAINT FOR INJUNCTION, RESTITUTION, COSTS, AND CIVIL PENALTIES

The Plaintiff, State of Indiana, by Attorney General Steve Carter and Deputy

Attorney General January Portteus, petitions the Court pursuant to the Indiana Deceptive

Consumer Sales Act, Indiana Code § 24-5-0.5-1, et seq., and the Indiana Home

Improvement Contracts Act, Indiana Code § 24-5-11-1, et seq., for injunctive relief,

consumer restitution, investigative costs, civil penalties, and other relief.

PARTIES

- The Plaintiff, State of Indiana, is authorized to bring this action and to seek injunctive and other statutory relief pursuant to Ind. Code § 24-5-0.5-4(c) and Ind. Code § 24-5-11-14.
- 2. At all times relevant to this complaint, the Defendant, Rick Haskins, individually and doing business as Floors 2 Your Door, was an individual engaged in business as a home improvement contractor with a principal

- place of business in Marion County, at 8060 B North Shadeland Avenue, Indianapolis, Indiana, 46205.
- 3. At all times relevant to this complaint, the Defendant, Ron Chapman, individually and doing business as Floors 2 Your Door, was an individual engaged in business as a home improvement contractor with a principal place of business in Marion County, at 8060 B North Shadeland Avenue, Indianapolis, Indiana, 46205.

FACTS

- 4. At least since June 22, 2007, the Defendants have entered into home improvement contracts with Indiana consumers.
- A. Allegations related to Defendants' consumer transaction with Andrew and Hilary Combs
- 5. On February 19, 2008, the Defendants entered into a contract with Andrew and Hilary Combs ("the Combs") of Greenwood, Indiana, wherein the Defendants represented that they would sell and install laminate floors for Two Thousand Four Hundred Forty Six Dollars and Six Cents (\$2,446.06), of which the Combs paid Four Hundred Eighty Nine Dollars (\$489.00) as a down payment and had One Thousand Nine Hundred Fifty Seven Dollars and Six Cents (\$1,957.06) applied to their Mohawk/GE Money Bank credit line. A true and correct copy of the Defendants' contract with the Combs is attached and incorporated by reference as Exhibit "A".
- 6. At the time of contract formation the Defendants verbally represented that installation would begin in six to eight weeks.

- 7. On April 2, 2008, the Combs contacted the Defendants to inquire about the status of their floor order but were unable to reach a representative. On April 15, 2008, after several phone calls to determine the status of their order and no reply, the Combs decided to call and cancel their order. The Defendants told the Combs that their credit line would be credited One Thousand Nine Hundred Fifty Seven Dollars and Six Cents (\$1,957.06) and their deposit of Four Hundred Eight Nine Dollars (\$489.00) would be returned within two weeks. The Defendants neither credited the Combs credit line, nor issued a refund.
- 8. The Defendants failed to include the following information in the contract with the Combs:
 - a. the approximate starting and completion dates of the home improvements;
 - a statement of any contingencies that would materially change the approximate completion date; and
 - c. a legible printed or typed version of each party's name directly after or below the signature on the contract.
- Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- 10. The Defendants have not delivered the flooring, completed the installation, nor issued a refund to the Combs.
- B. Allegations related to Defendants' consumer transaction with Steve Huseman

- 11. On March 10, 2008, the Defendants entered into a contract with Steve Huseman ("Huseman") of Noblesville, Indiana wherein the Defendants represented that they would sell and install carpet for Two Thousand Four Hundred Eighty Four Dollars and Twenty Two Cents (\$2,484.22), of which Huseman paid the full amount. A true and correct copy of the Defendants' contract with Huseman is attached and incorporated by reference as Exhibit "B".
- 12. At the time of contract formation the Defendants represented that installation would be completed by the first week of April.
- 13. The installation occurred as scheduled, but the carpet seaming was done incorrectly and some areas of the carpet did not match.
- 14. The Defendants failed to include the following in their contract with Huseman:
 - a statement of contingencies that would materially change the approximate completion date;
 - a legible printed or typed version of each party's name directly after or below the signature on the contract.
- 15. Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- C. Allegations related to Defendants' consumer transaction with Karen Smith-Randt
- 16. On March 20, 2008, the Defendants entered into a contract with Karen Smith-Randt ("Smith-Randt") of Carmel, Indiana wherein the Defendants represented that they would sell and install carpet for Four Thousand Six

Hundred Sixty One Dollars and Sixty Seven Cents (\$4,661.67), of which Smith-Randt paid the full amount. A true and correct copy of the Defendants' contract with Smith-Randt is attached and incorporated by reference as Exhibit "C".

- 17. At the time of contract formation the Defendants represented that installation would be completed by May 17, 2008.
- 18. On May 19, 2008, Defendant Ron Chapman telephoned Smith-Randt and asked to reschedule the installation date. Smith-Randt declined to reschedule.
- 19. The Defendants failed to include the following information in the contract with Smith-Randt:
 - a. a statement of contingencies that would materially change the approximate completion date; and
 - a legible printed or typed version of each party's name directly after or below the signature on the contract.
- 20. Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- 21. The Defendants have not delivered the carpet, completed the installation, nor issued a refund to Smith-Randt.
- D. Allegations related to Defendants' consumer transaction with Jeffrey Dunn
- On March 22, 2008, the Defendants entered into a contract with Jeffrey Dunn ("Dunn") of Fortville, Indiana wherein the Defendants represented that they would sell and install carpet for the contract price of Three

Thousand Dollars (\$3,000.00), of which Dunn paid One Thousand One Hundred Sixty Three Dollars and Eight Cents (\$1,163.08) by Dunn's Visa credit card as a down payment and paid One Thousand Eight Hundred Thirty Six Dollars and Ninety Two Cents (\$1,836.92) by check. A true and correct copy of the Defendants' contract with Dunn is attached and incorporated by reference as Exhibit "D".

- 23. At the time of contract formation the Defendants represented that installation would be completed in four to six weeks.
- 24. On May 21, 2008, after several weeks of delay, Dunn demanded a full refund and was given a receipt showing that his Visa credit card was credited Three Thousand Dollars (\$3,000.00). However, Dunn's Visa credit card was never credited and Dunn has been unable to reach the Defendants since that time.
- 25. The Defendants failed to include the following information in the contract with Dunn:
 - a statement of contingencies that would materially change the approximate completion date; and
 - a legible printed or typed version of each party's name directly after or below the signature on the contract.
- 26. Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- 27. The Defendants have not delivered the carpet, completed the installation, nor issued a refund to Dunn.

- E. Allegations related to Defendants' consumer transaction with Jerry Terrell
- 28. On April 18, 2008, the Defendants entered into a contract with Jerry

 Terrell ("Terrell") of Indianapolis, Indiana wherein the Defendants

 represented that they would sell and install carpet for the contract price of

 Five Thousand Four Hundred dollars (\$5,400.00), of which Terrell paid

 Two Thousand Seven Hundred Dollars (\$2,700.00) as a down payment. A

 true and correct copy of the Defendants contract with Terrell is attached
 and incorporated by reference as Exhibit "E".
- 29. At the time of contract formation the Defendants verbally represented that installation would begin the week of May 18, 2008.
- 30. On June 3, 2008, after several attempts to confirm the installation date and receiving no reply, Terrell left a message on the answering machine of Floors 2 Your Door, demanding a refund. Terrell received no response to his message.
- 31. The Defendants failed to include the following information in the contract with Terrell:
 - a. the approximate starting and completion dates of the home improvements;
 - a statement of any contingencies that would materially change the approximate completion date; and
 - c. a legible printed or typed version of each party's name directly after or below the signature on the contract.

- 32. Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- 33. The Defendants have not delivered the carpet, completed the installation, nor issued a refund to Terrell.

F. Allegations related to Defendants' consumer transaction with Matt Fessenden

- 34. On April 25, 2008, the Defendants entered into an agreement with Matt Fessenden ("Fessenden") of Fishers, Indiana wherein the Defendants represented that they would sell and install carpet for the price of Three Thousand Dollars (\$3,000.00), of which Fessenden paid the full amount. The Defendants did not provide Fessenden with a contract.
- 35. At the time of the agreement the Defendants represented that installation would be completed in three weeks from the date of the agreement.
- 36. On May 29, 2008, after several delays, Fessenden demanded a full refund and was given a receipt showing that he was credited Three Thousand Dollars (\$3,000.00). However, Fessenden's credit card was never credited and Fessenden has been unable to reach the Defendants since that time.
- 37. The Defendants have not delivered the carpet, completed the installation, nor issued a refund to Fessenden.
- G. Allegations related to Defendants' consumer transaction with Marilyn Buckmaster
- 38. On May 6, 2008, the Defendants entered into an agreement with Marilyn Buckmaster ("Buckmaster") of Anderson, Indiana wherein the Defendants represented that they would sell and install carpet for the price of One

Thousand Two Hundred Eighty Dollars (\$1,280.00), of which Buckmaster paid Six Hundred Forty Dollars (\$640.00) as a down payment. A true and correct copy of the Defendants contract with Buckmaster is attached and incorporated by reference as Exhibit "F".

- 39. At the time of contract formation the Defendants represented that installation would be completed by mid to late June.
- 40. The Defendants failed to include the following information in the contract with Dunn:
 - a. a statement of contingencies that would materially change the approximate completion date; and
 - a legible printed or typed version of each party's name directly after or below the signature on the contract.
- 41. Due to these deficiencies the Defendants failed to give the consumers a fully executed copy of the contract.
- 42. The Defendants have not delivered the carpet, completed the installation, nor issued a refund to Buckmaster.
- 43. The Defendants' closed their business location at 8060 B North Shadeland Avenue, Indianapolis, Indiana, 46205 on or about June 2, 2008.

COUNT I: VIOLATIONS OF THE HOME IMPROVEMENT CONTRACTS ACT

- 44. The services described in paragraphs 5, 11, 16, 22, 28, 34, and 38 are "home improvements" 24-5-11-3.
- 45. The contracts referred to in 5, 11, 16, 22, 28, and 38 are "home improvement contracts" as defined by Ind. Code § 24-5-11-4.

- 46. The Defendants are "suppliers" as defined by Ind. Code § 24-5-11-6.
- 47. By failing to provide consumers with complete home improvement contracts, as referenced in paragraphs 8, 9, 14, 15, 19, 20, 25, 26, 31, 32, 34, 40, and 41 the Defendants violated the Home Improvement Contracts Act, Ind. Code § 24-5-11-10.

COUNT II: VIOLATIONS OF THE DECEPTIVE CONSUMER SALES ACT

- 48. The Plaintiff realleges and incorporates by reference the allegations contained in paragraphs 1 through 47.
- 49. The transactions referred to in paragraphs 5, 11, 16, 22, 28, 34, and 38 are "consumer transactions," as defined by Ind. Code § 24-5-0.5-2(a)(1).
- 50. The Defendants are "suppliers" as defined by Ind. Code §24-5-0.5-3(a)(3).
- 51. The Defendants' violations of the Indiana Home Improvement Contracts

 Act, referred to in paragraphs 8, 9, 14, 15, 19, 20, 25, 26, 31, 32, 34, 40,

 and 41 constitute deceptive acts by the Defendants in accordance with Ind.

 Code § 24-5-11-14.
- The Defendants' representations to consumers that the subject of the consumer transactions had characteristics or benefits it did not have, which the Defendants knew or reasonably should have known it did not have, as referenced in paragraphs 5, 6, 7, 10, 11,12,13,16, 17, 18, 21, 22, 23, 24, 27, 28, 29, 30, 33, 34, 35, 36, 37, 38, 39, and 42 constitute violations of the Deceptive Consumer Sales Act, Ind. Code § 24-5-0.5-3(a)(1).

The Defendants' representations to consumers that they would be able to deliver or complete the subject of the consumer transactions within a stated period of time, when the Defendants knew or reasonably should have known they could not, as referenced in paragraphs 6, 10, 12, 17, 21, 23, 27, 29, 33, 35, 37, 39 and 42 constitute violations of the Deceptive Consumer Sales Act, Ind. Code § 24-5-0.5-3(a)(10).

COUNT III: KNOWING AND INTENTIONAL VIOLATIONS OF THE DECEPTIVE CONSUMER SALES ACT

- 54. The Plaintiff realleges and incorporates by reference the allegations contained in paragraphs 1 through 53 above.
- 55. The misrepresentations and deceptive acts set forth in paragraphs 5 43 above were committed by the Defendants with knowledge and intent to deceive.

RELIEF

WHEREFORE, the Plaintiff, State of Indiana, requests the Court enter judgment against the Defendants, enjoining the Defendants from the following:

- in the course of entering into home improvement transactions, failing to
 provide to the consumer a written, completed home improvement contract,
 which includes at a minimum the following:
 - The name of the consumer and the address of the residential
 property that is the subject of the home improvement;
 - The name and address of the Defendants and each of the telephone numbers and names of any agent to whom consumer problems and inquiries can be directed;

- iii) The date the home improvement contract was submitted to the consumer and any time limitation on the consumer's acceptance of the home improvement contract;
- iv) A reasonably detailed description of the proposed home improvements;
- v) If the description required by Ind. Code §24-5-11-10(a)(4) does not include the specifications for the home improvement, a statement that the specifications will be provided to the consumer before commencing any work and that the home improvement contract is subject to the consumer's separate written and dated approval of the specifications;
- vi) The approximate starting and completion date of the home improvements;
- vii) A statement of any contingencies that would materially change the approximate completion date;
- viii) The home improvement contract price; and
- ix) Signature lines for the Defendants or the Defendants' agent and for each consumer who is to be a party to the home improvement contract with a legible printed or typed version of that person's name placed directly after or below the signature;
- in the course of entering into home improvement transactions, failing to agree unequivocally by written signature to all of the terms of a home improvement contract before the consumer signs the home improvement

- contract and before the consumer can be required to make any down payment;
- c. in the course of entering into home improvement transactions, failing to provide a completed home improvement contract to the consumer before it is signed by the consumer;
- d. representing, expressly or by implication, that the subject of a consumer transaction has sponsorship, approval, characteristics, accessories, uses, or benefits it does not have, and which the Defendants know or reasonably should have known it does not have; and
- e. representing, expressly or by implication, that the Defendants are able to deliver or complete the subject of a consumer transaction within a stated or reasonable period of time, when the Defendants know or reasonably should know that they cannot.

AND WHEREFORE, the Plaintiff, State of Indiana, further requests the Court enter judgment against the Defendants for the following relief:

- a. cancellation of the Defendants' unlawful contracts with all consumers, including, but not limited to, Andrew and Hilary Combs, Steve Huseman, Karen Smith-Randt, Jeffrey Dunn, Jerry Terrell, Matt Fessenden, and Marilyn Buckmaster pursuant to Ind. Code § 24-5-0.5-4(d);
- b. consumer restitution, pursuant to Ind. Code § 24-5-0.5-4(c)(2), for reimbursement of all unlawfully obtained funds remitted by consumers to the Defendants for home improvements, including, but not limited to Andrew and Hilary Combs, Steve Huseman, Karen Smith-Randt, Jeffrey

Dunn, Jerry Terrell, Matt Fessenden, and Marilyn Buckmaster, in an

amount to be determined at trial;

c. costs, pursuant to Ind. Code § 24-5-0.5-4(c)(3), awarding the Office of the Attorney General its reasonable expenses incurred in the investigation and

prosecution of this action;

d. on Count III of the Plaintiff's complaint, civil penalties, pursuant to Ind.

Code § 24-5-0.5-4(g), for the Defendants' knowing violations of the

Deceptive Consumer Sales Act, in the amount of Five Thousand Dollars

(\$5,000.00) per violation, payable to the State of Indiana;

e. on Count III of the Plaintiff's complaint, civil penalties, pursuant to Ind.

Code § 24-5-0.5-8, for the Defendants' intentional violations of the

Deceptive Consumer Sales Act, in the amount of Five Hundred Dollars

(\$500.00) per violation, payable to the State of Indiana; and

f. all other just and proper relief.

Respectfully Submitted,

STEVE CARTER

Indiana Attorney General

Atty. No. 4150-64

By:

January Portteus

Deputy Attorney General

Atty. No. 25741-49

Office of Attorney General Indiana Government Center South 302 W. Washington Street, 5th floor Indianapolis, IN 46204 Telephone: (317) 232-0171

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing has been duly served upon all parties listed below by first class mail on this 18th day of December, 2008:

Rick Haskins 213 N. 25th Avenue Beech Grove, IN 46107

Ron Chapman 7547 E. Rimwood Ln. Indianapolis, IN 46256

January Portteus

Deputy Attorney General Atty. No. 25741-49







8060 B N. Shadeland Ave. (317) 585-8522 phone

Indianapolis, IN 46250 (317) 585-8594 fax

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Flooring the Future, Today!



Floors Your Door

COLORCENTER

Customer

Acceptance of Proposal: Signature:

8060 B N. Shadeland Ave. (317) 585-8522 phone

Indianapolis, IN 46250 (317) 585-8594 fax

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Flooring the Future, Today!

This proposal is valid from 30 days of the date it was written.

Date:



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Floors 2 Your Door

Direct Outlet

RON Chapman

8060 B N. Shadeland Ave. (317) 585-8522 phone

Indianapolis, IN 46250 (317) 585-8594 fax

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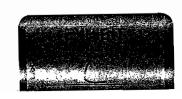
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Respectfully submitted

Acceptance of Proposal: Signature: XWM SPANCE Date: 3-70-08

This proposal is valid from 30 days of the date it was written,

Flooring the Future, Today!



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Your Door

8060 B N. Shadeland Ave. (317) 585-8522 phone

Indianapolis, IN 46250 3- 72-08

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Customer





Direct Outlet

8060 B N. Shadeland Ave. (317) 585-8522 phone

Indianapolis, IN 46250 (317) 585-8594 fax

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This proposal is valid from 30 days of the date it was written.

Acceptance of Proposal: Signature:_



Floors 2 Your Door

Direct Outlet

8060 B N. Shadeland Ave. (317) 585-8522 phone

Customer Bushmaster Marilyn Bushmaster

Indianapolis, IN 46250 (317) 585-8594 fax

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Acceptance of Proposal: Signature: Marily 8. Buckmastu Date: 5-6-0 8

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This proposal is valid from 30 days of the date it was written.

